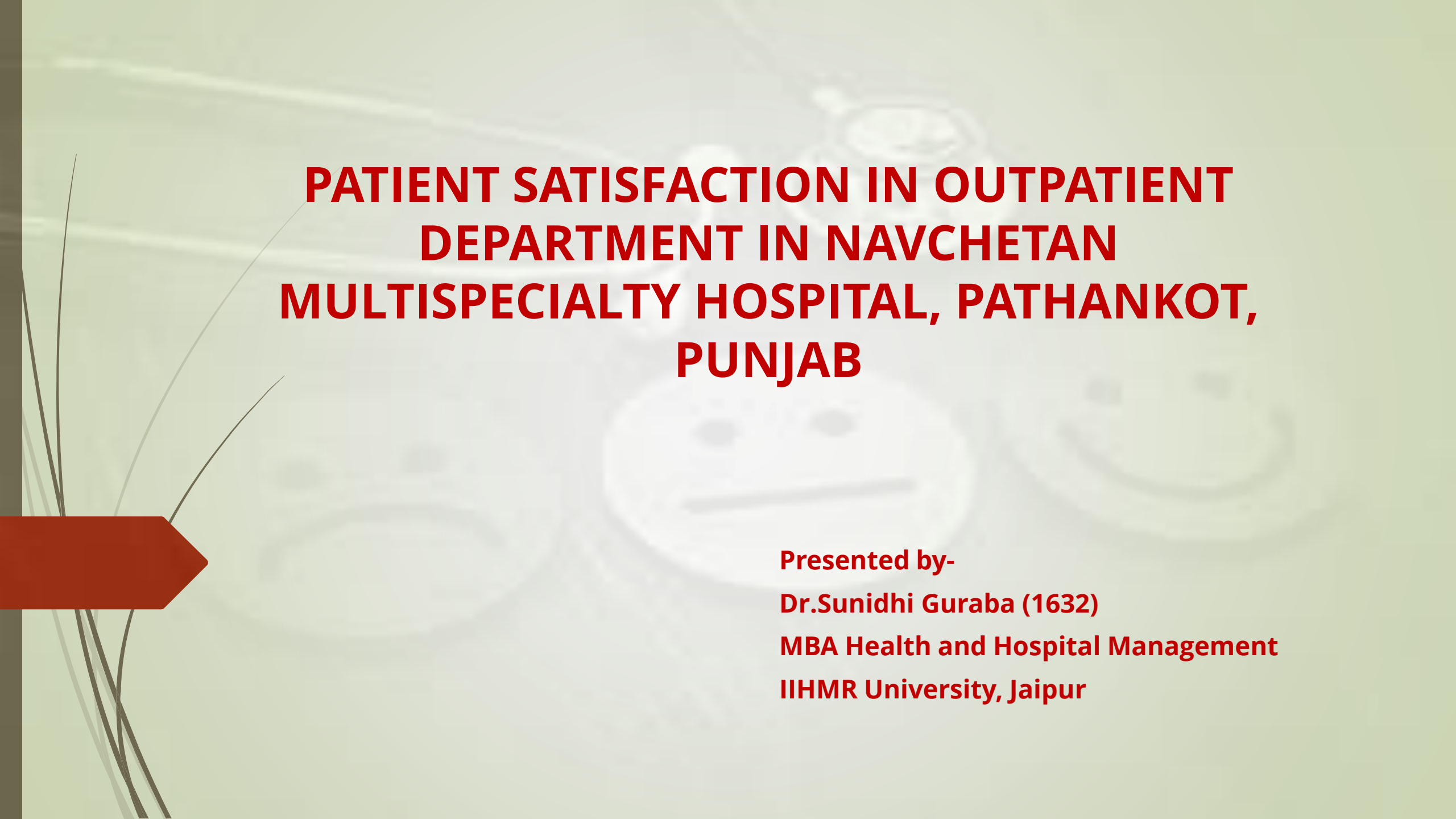




PATIENT SATISFACTION IN OUTPATIENT DEPARTMENT IN NAVCHETAN MULTISPECIALTY HOSPITAL, PATHANKOT, PUNJAB



Presented by-

Dr.Sunidhi Guraba (1632)

MBA Health and Hospital Management

IIHMR University, Jaipur

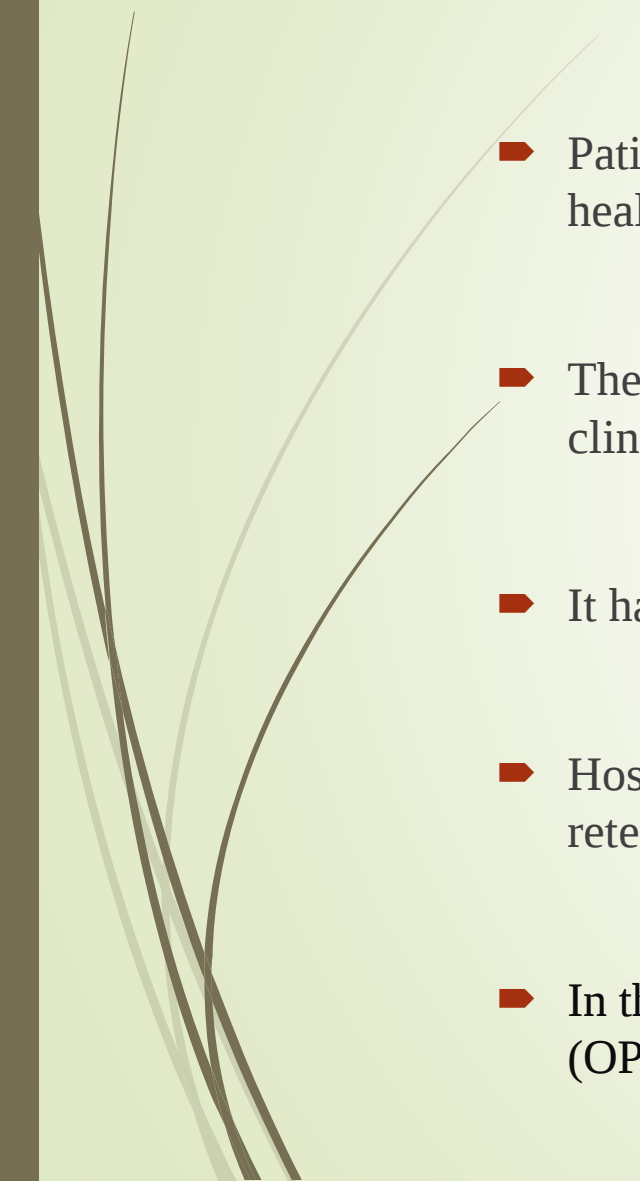


ABOUT NAVCHETAN MULTISPECIALTY HOSPITAL

- Navchetan is a multispecialty hospital situated in Pathankot, Punjab. It was established in the year 2019 with the aim of delivering healthcare services at an affordable cost while ensuring optimal patient care through state-of-the-art facilities.
- The hospital has 35 beds and is spread over an area of 17,500 sq.feet.
- It provides a range of medical treatments such as orthopedics, gynecology, medicine, general surgery, neurosurgery, psychiatry
- Additionally it is NABH accredited.
- **VISION:** The hospital's primary goal is to set a standard in delivering high-quality and affordable healthcare services accessible to all individuals in need.
- **MISSION** The hospital's mission is to ensure that top medical professionals provide accessible and affordable quality treatment, foster an environment of honesty, transparency, equality, and ethical practices, evolve into a Center of Excellence in healthcare services adhering to international standards.



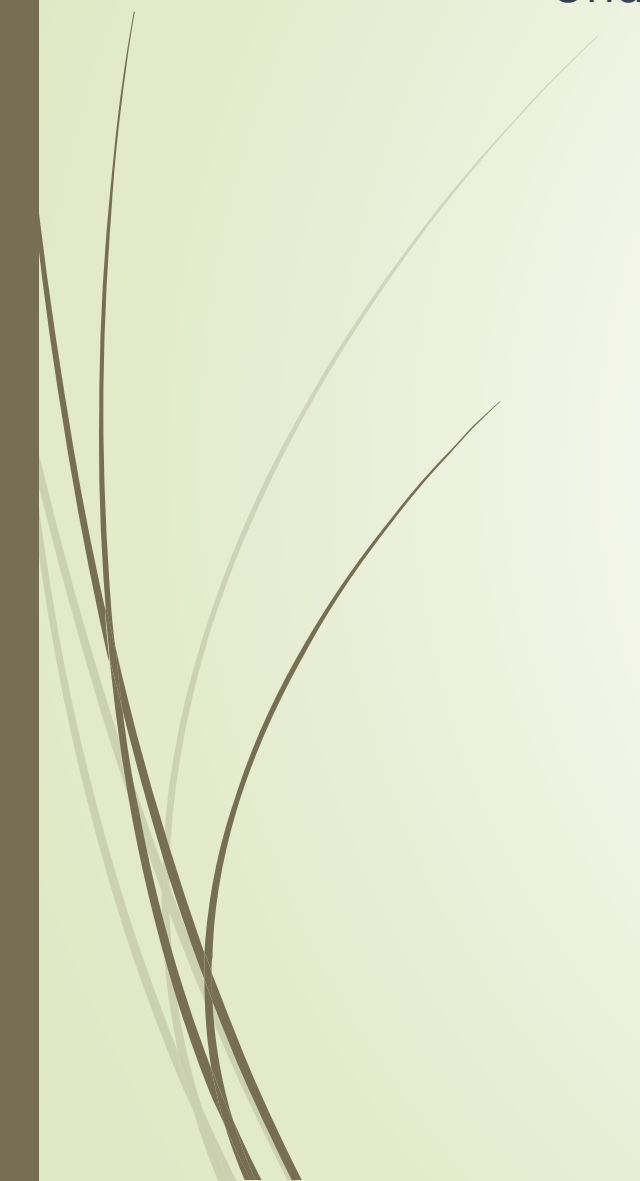
BACKGROUND

- Patient Satisfaction is widely used metric in hospitals. It is very important tool to assess quality of healthcare facility.
 - There are many parameters which are effected by patient satisfaction like patient retention and clinical outcomes.
 - It has an important effect in delivering high quality healthcare efficiently and in timely manner.
 - Hospital/Healthcare facility should be patient centred to make hospital successful and for patient retention.
 - In the dynamic and complex environment of a multispecialty hospital, the outpatient department (OPD) plays a critical role as the primary point of contact for patients seeking medical care.
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INTRODUCTION

Understanding the Importance of Patient Satisfaction in Outpatient Departments

- Vital Sign of Healthcare Quality
 - Impact on Health Outcomes
 - Patient Retention and Loyalty
 - Reputation and Competitive Advantage
 - Financial Performance
 - Compliance and Accreditation
 - Staff Morale and Engagement
 - Patient-Centered Care
 - Operational Efficiency
 - Risk Management
 - Enhanced Communication
 - Cultural Competence
 - Feedback for Continuous Improvement
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RESEARCH OBJECTIVES



Level of Patient Satisfaction

To study the satisfaction levels of the patient in Navchetan Multispecialty Hospital, Pathankot

Measures to improve services

To suggest measures to improve the services provided to the OPD patients.

Continuous Improvement in Healthcare Quality

To suggest recommendations to improve the Quality of care.

METHODOLOGY

Study Setting: The study of Patient Satisfaction is done in the Outpatient Department of Navchetan Multispecialty Hospital, Pathankot.

Study Design: Descriptive (cross sectional) study design

Study Population: Patients attending OPD

Sample size: 120

Inclusion Criteria: All patients visiting the Outpatient department above 18 years of age

Sampling technique: Convenience sampling (non-probability sampling)

Tools: Structured Questionnaire

Data Collection methods: One to one Interview and observation.

Analysis: Data was transferred in excel sheet and analyzed in the form of pie charts and in percentage form.

Study Duration: The study was conducted for a duration of three months i.e. from 18th March 2024 to 17th June 2024.



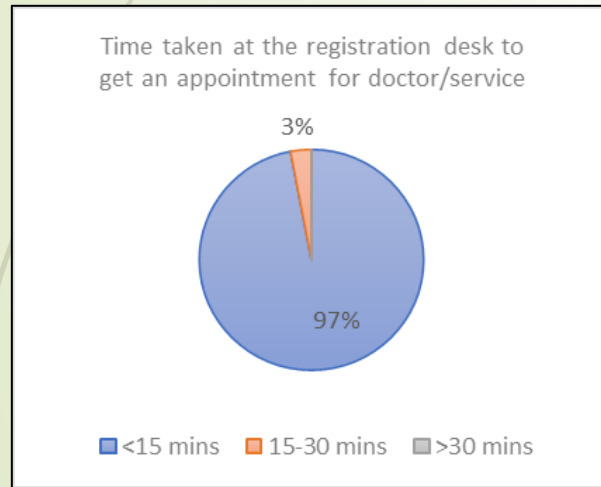
QUESTIONNAIRE

- A structured questionnaire comprising 22 questions was made.
- Key factors assessed by the questionnaire were:
 - Waiting time
 - Staff behaviour
 - Communication effectiveness
 - Cleanliness
 - Availability of drugs at pharmacy
 - Level of satisfaction with treatment
- One open ended question regarding suggestions was also asked.

RESULTS

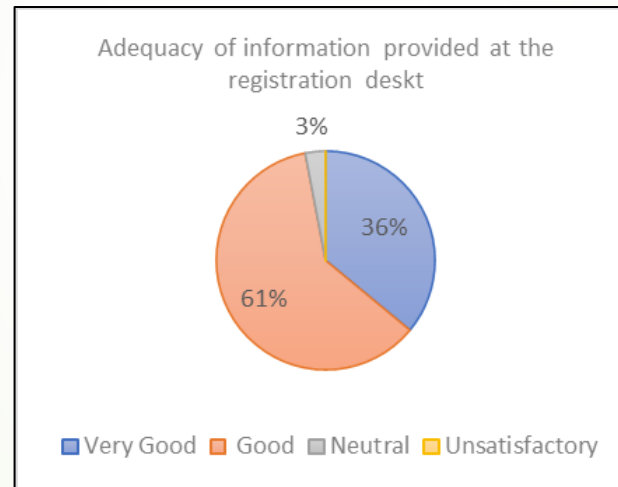
A: REGISTRATION AND CHECK IN

Time taken at the registration desk to get an appointment for doctor/service



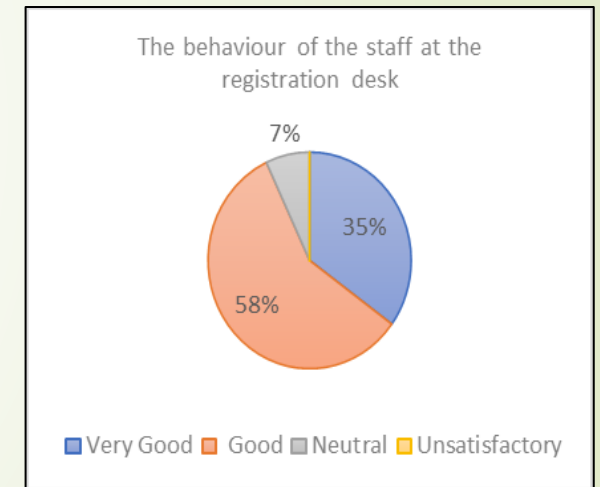
A large no. of respondents (97%) indicated that time taken at the registration desk was very reasonable (<15 mins). Very few (3%) had to wait for 15-30 mins at the registration desk.

Adequacy of information provided at the registration desk



97% of the patients felt that the information provided at the registration desk was adequate. Only 3% patients gave a neutral response.

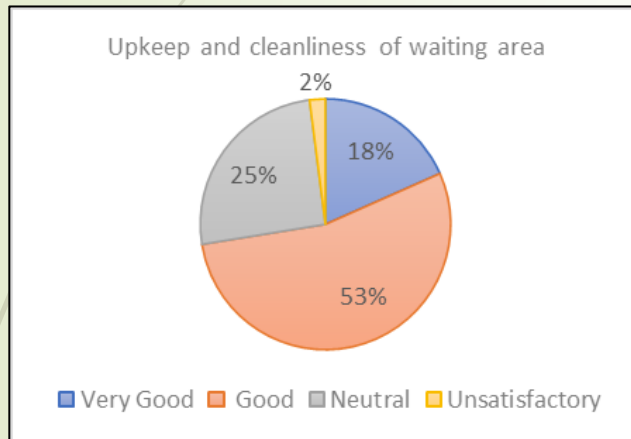
The behavior of the staff at the registration desk



A large majority of the respondents (93%) patients/attendants reported very good/ good behavior of the staff at the registration desk, and 7% neutral

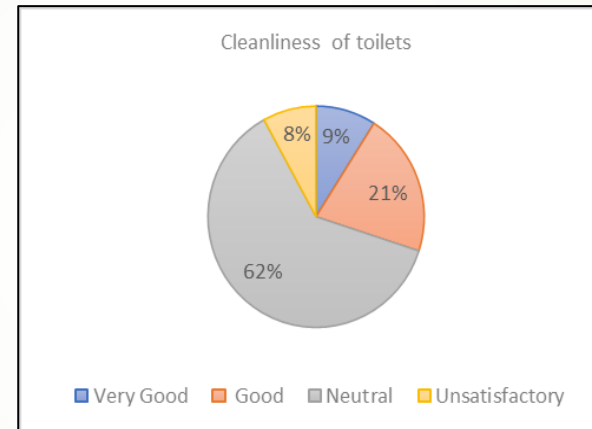
B: WAITING AREA

Upkeep and cleanliness of waiting area



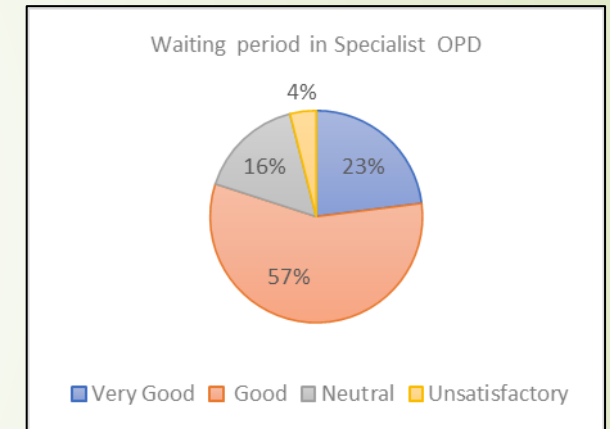
The present study indicates that a large no. of patients (25%-neutral 2%-unsatisfactory) feel that upkeep and cleanliness of the waiting area is not up to the mark.

Cleanliness of toilets



The present study reveals that 8% respondents found the cleanliness levels of toilets unsatisfactory.

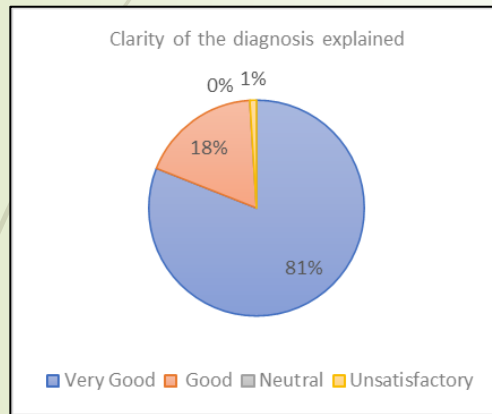
Waiting period in Specialist OPD



About 70% of the patients responded that they had to wait for even less than half an hour for their turn for consultation.

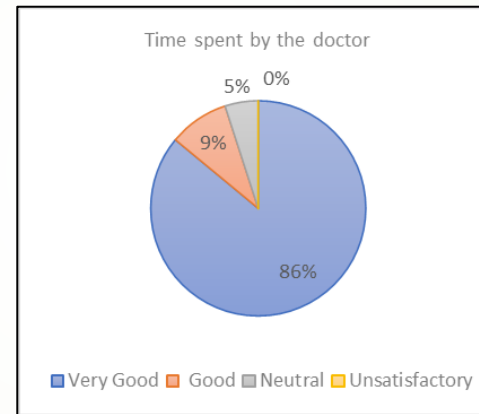
C. DOCTOR CONSULTATION

Clarity of the diagnosis explained



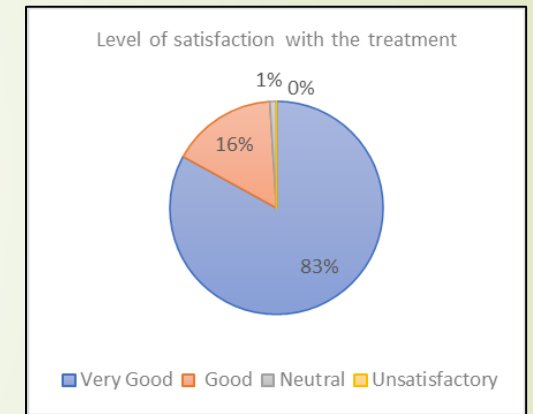
Almost all of the patients (99%) believed that they were explained the diagnosis clearly. Only 1% faced difficulty in understanding the diagnosis

Time spent by the doctor



Majority of patients were satisfied with time spent by doctor. In fact, a huge no. of patients (86%) was very satisfied.

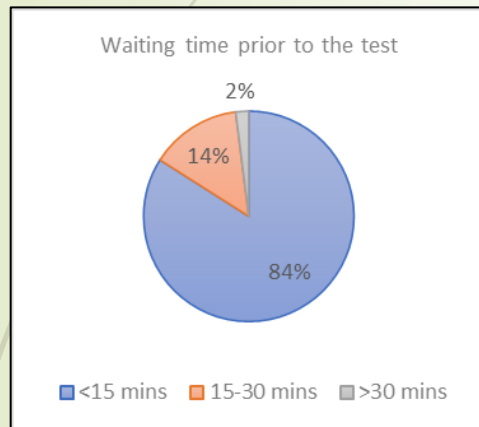
Level of satisfaction with treatment



A good 99% of the patients were satisfied with the treatment. Only 1% responded with neutral level of satisfaction.

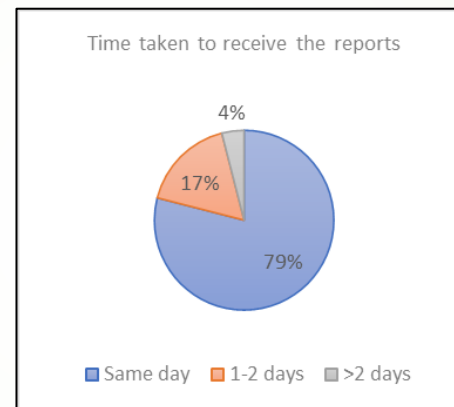
D. LAB INVESTIGATIONS, IMAGING AND DIAGNOSTIC PROCESSES

Waiting time prior to the test



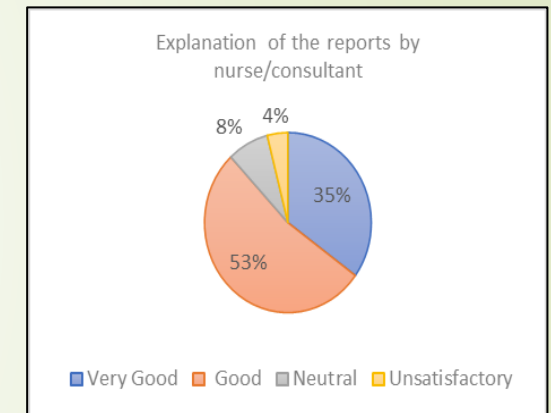
Most of the patients indicated a reasonable waiting time prior to test. Only 2% of the population had to wait for more than half an hour.

Time taken to receive the reports



96% of the patients received the reports of lab investigations and imaging on the same day or within a day or two. 4% of the patients cited a delay in getting the investigation reports.

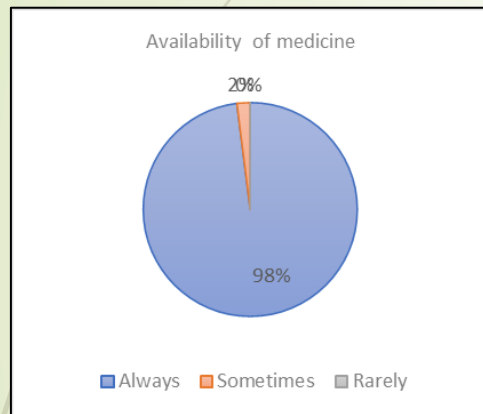
Explanation of the reports by nurse/consultant



Though 88% patients felt that investigation results were explained to them by the staff but still 12% (12%-neutral, 4%-unsatisfactory) were dissatisfied with explanation of their test reports

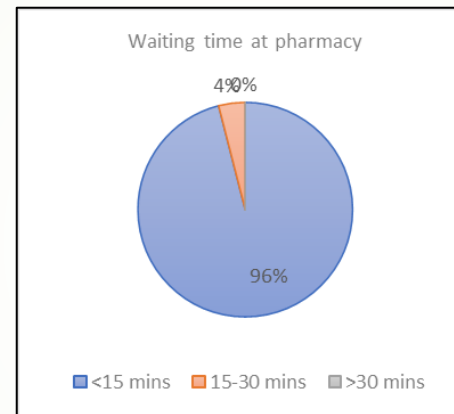
E. PHARMACY

Availability of medicine



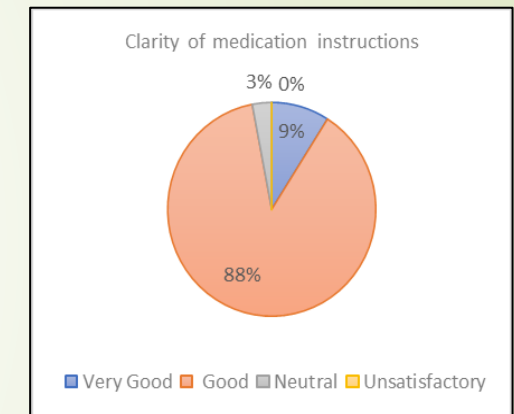
98% of patients indicated that medicines that were prescribed to them were always available at the hospital pharmacy. Only 2% felt that they were sometimes available.

Waiting time at pharmacy



Most of the patients (96%) had to wait for even less than 15 mins to get medicines at the pharmacy. Only 4% of the patients had to wait for 15 to 30 mins.

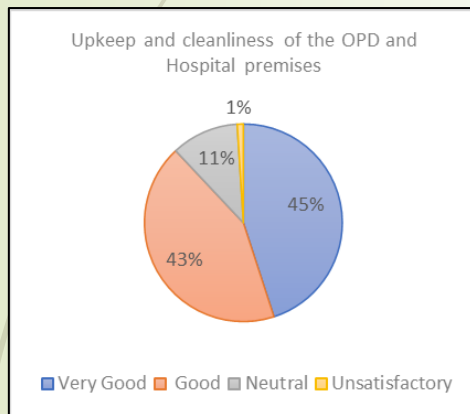
Clarity of medication instructions



97% of the patients felt that the medication instructions given to them were clear. Only 3% of the patients gave a neutral response with respect to clarity of medication instructions.

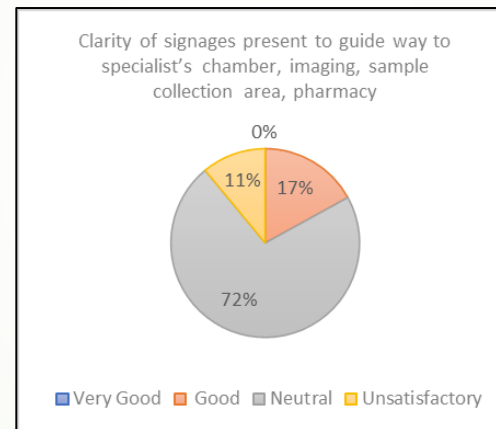
F. OPD AND HOSPITAL PREMISES

Upkeep and cleanliness of the OPD and Hospital premises



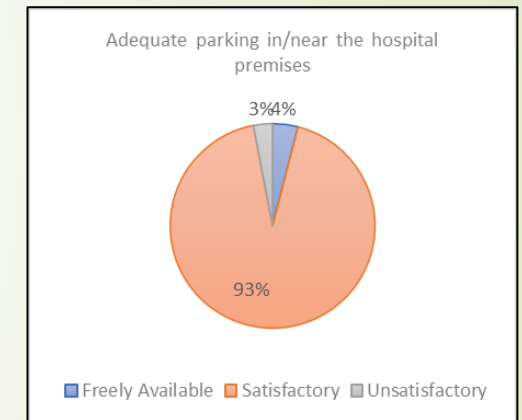
88% of the patients were satisfied with the upkeep and cleanliness of the premises. 12% of the patient did not feel that upkeep and cleanliness was up to the mark

Clarity of signages present to guide way to specialist's chamber, imaging, sample collection area, pharmacy



Only 17% of the patients indicated satisfaction with the signages. A huge 83% patients found difficulty with finding way to various departments from the signages

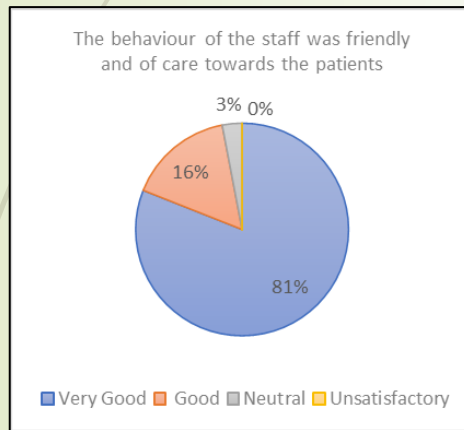
Adequate parking in/near the hospital premises



97% patients were satisfied with the parking space available. Only 3% felt the parking space inadequate

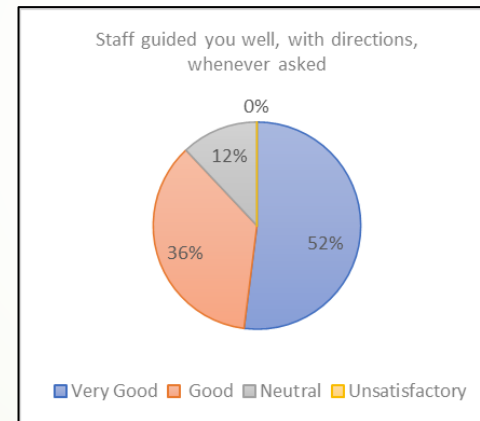
G. BEHAVIOUR OF THE STAFF

The behavior of the staff was friendly and of care towards the patients



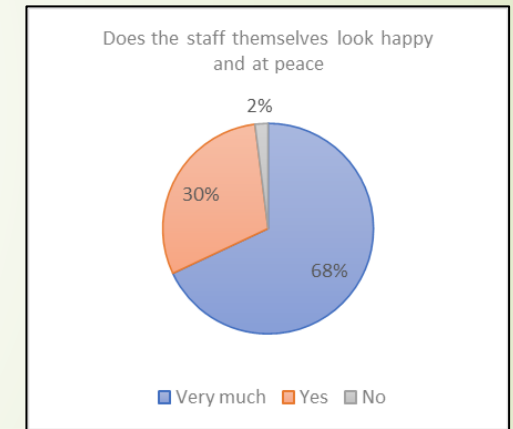
97% of the patients were happy with the staff's behavior. Only 3% gave a neutral response

Staff guided you well, with directions, whenever asked



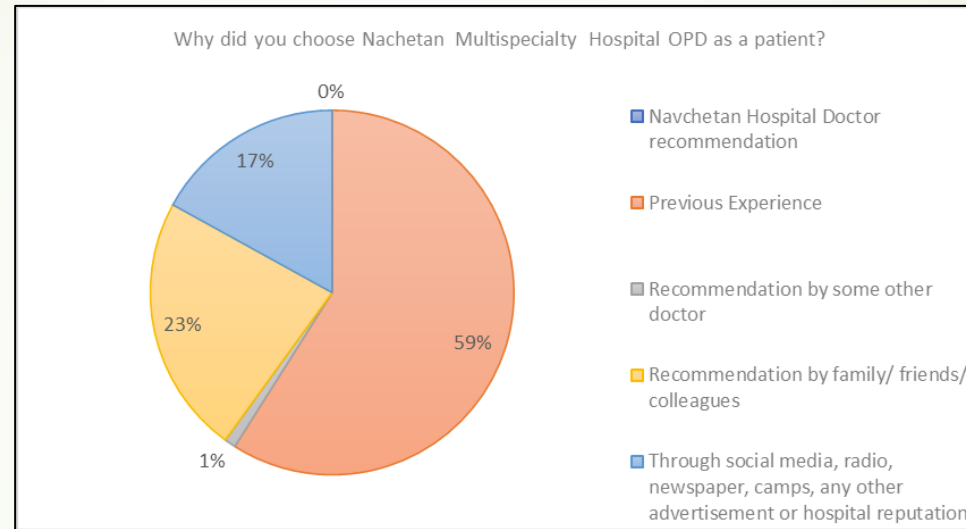
88% of the patients felt that they were guided well by patients. 12% patients had a neutral response.

Does the staff look happy and at peace



98% of the patients could sense that staff was happy and at peace themselves.

Why did you choose Navchetan Multispecialty Hospital OPD as a patient?



Maximum patients responded that they chose Navchetan Multispecialty Hospital because of previous experience, recommendation or hospital reputation.

CONCLUSION

➤ High Overall Patient Satisfaction

The outpatient department at Navchetan Multispecialty Hospital in Pathankot shows high levels of patient satisfaction.

➤ Areas Needing Improvement

Identified areas for improvement include

- waiting time,
- communication skills, and
- cleanliness within the outpatient department.

➤ Recommendations for Enhancement

Proposed recommendations for enhancement encompass

- efficient appointment scheduling,
- staff training programs, and
- upgrading facilities.

RECOMMENDATIONS

The major areas of concern were:

- **Behavior of staff at registration desk:** A significant no. of patients was not very satisfied with behavior of staff at registration desk. Training initiatives for the 7% neutral responses could further enhance staff-patient interactions, possibly reducing neutrality and increasing overall satisfaction.
- **Upkeep and cleanliness of the waiting area:** Addressing this is crucial as the waiting area cleanliness significantly impacts patient comfort and perception of care quality. 25% patients gave neutral and 2% unsatisfactory which makes a huge proportion. The OPD in charge should be held accountable for the maintenance of the waiting area than just the sweeper.
- **Cleanliness of toilets:** 8% patients were unsatisfied with cleanliness of toilets. The nurses and medical officers should take regular rounds of patients' toilets. Patients too should be encouraged to keep the toilets clean and not to throw paper, bandages etc in toilets.



RECOMMENDATIONS

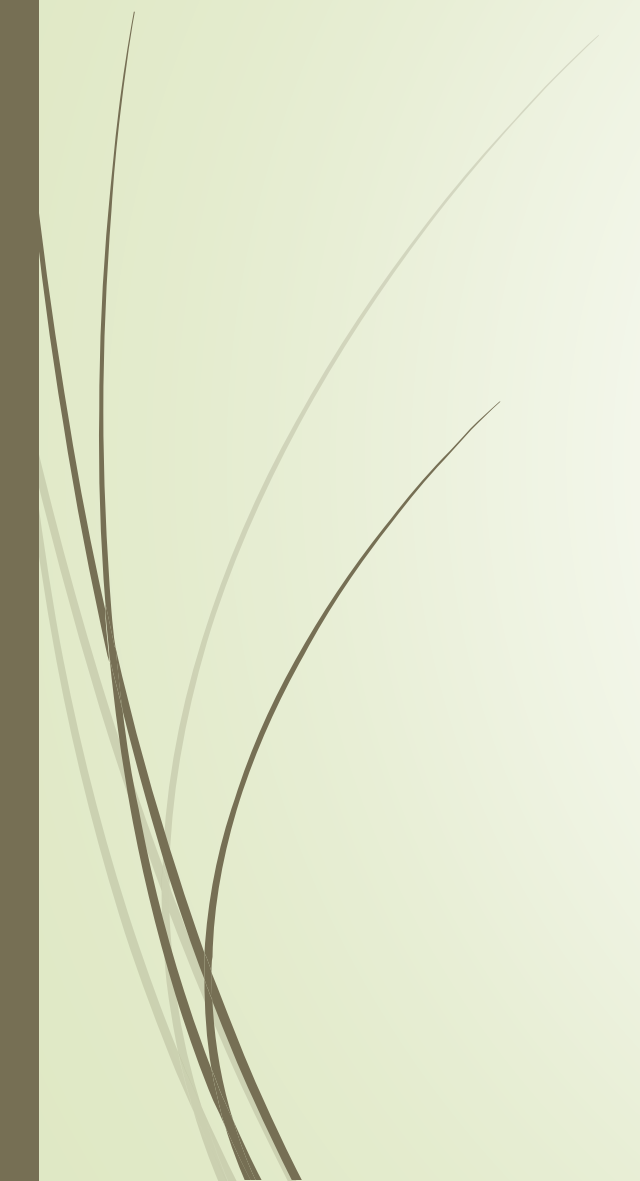
•**Waiting period in Specialist OPD:** 4% patients waited for over an hour. Strategies to reduce wait times, such as optimizing scheduling and ensuring doctor availability during scheduled hours, could enhance patient satisfaction.

•**Time taken to receive reports:** Ensuring transparent communication on expected turnaround times (TAT) and optimizing processes could reduce delays and improve satisfaction.

•**Explanation of laboratory reports by staff:** 12% patients were dissatisfied with report explanations. Training and guidelines for staff could improve communication of complex medical information to patients.

•**Clarity of signages:** 83% patients found it difficult to navigate due to unclear signage. Improving signage clarity could reduce patient confusion and reliance on staff directions.

Guidance provided by staff: Feedback mechanisms and ongoing training can address neutrality (12%) and further improve patient guidance



THANK YOU